

Cascade County

Job Vacancy Announcement

Position: Outreach & Enrollment Assistant	Closing Date: Open Until Filled
County Dept.: Community Health Care Center	Dept. Admin.: Leslie Killham
Type of Position: Full Time	Compensation: \$32,000-\$36,000 DOQ
Applications available at Cascade County Human Resources Department, www.cascadecountymt.gov or Job Service. All application materials must be turned in to the Cascade County Human Resources Department and date stamped by 5:00 p.m. on the closing date.	

POSITION DESCRIPTION

The Outreach & Enrollment Assistant will evaluate the area's need (i.e. number of uninsured people) and assist management in the development of strategies for educating the insured in the choice of available and affordable health insurance; will assist those individuals that qualify with applications and the enrollment process for the Montana CHIP Program, Medicaid, and Marketplace insurances; interface with the public, conduct public presentations, and counsel individuals on a one on one basis regarding the insurance exchange options and the Montana HELP Program; work in a clinic office and waiting room with a desktop work station; monthly reporting required on progress in meeting target goals specified within the grant proposal.

JOB REQUIREMENTS

The Outreach & Enrollment Assistant will assist uninsured health center patients in applying for affordable health coverage options including the Health Insurance Marketplace, Medicaid, and/or Healthy Montana Kids; provide telephone and in-person assistance to determine their eligibility for and enroll in affordable health insurance options; facilitate outreach and education on availability of outreach and enrollment assistance at the health center; develop and maintain a tracking and follow-up system for applications to ensure that all aspects of the process, from application through post-enrollment, have been completed; maintain statistics/data on contacts, identify needs, problems and service gaps. Track and tabulate assistance provided, application submissions and post-enrollment follow-up as required under the outreach and enrollment reporting requirements; prepare all related reports and maintain files, data bases and other program records; prepare announcements of health center outreach and enrollment activities or events according to funding guidelines and in line with pre-approved federal and/or state materials; meet regularly with CFO and/or Patient Financial Services Supervisor to review activities, identify challenges and priorities. Directly report to the CHCC CFO; coordinate community events related to enrollment within the service area of the health center; Must be able to work a flexible schedule that may include evening and weekend outreach events; provide support and education to assist patients and non-patients when a problem with health coverage arises; assist individuals/families with the filing of an appeal, the uploading of additional requested information by the Marketplace and/or special enrollment periods; attend training necessary to support the expertise of providing assistance as a Certified Application Counselor; maintain the Certified Application Counselor licensure within the State of Montana; adhere to Certification Application Counselor (CAC) requirements by guiding agencies and assist the health center in securing appropriate designation as an assister entity as determined by applicable federal and state laws; plan and maintain partnerships to maximize the impact of the health center in reaching uninsured eligible populations within our service area; Identify and incorporate lessons learned to improve the enrollment process for patients and outreach and enrollment assistance workers in order to more effectively target in-reach and outreach; Maintain and demonstrate a working knowledge of the health center sliding fee discount program; collaborate with other providers within the service area to ensure that outreach and enrollment activities are coordinated with other local, regional, and/or state-wide outreach and enrollment efforts and training requirements.

Knowledge and understanding of: Knowledge of health and human services infrastructure, health insurance programs and public coverage options; knowledge of principles of customer service, outreach and grass-roots organizing, and client application assistance; knowledge of specific computer software: MS Office Suite - including MS Word, Excel, and PowerPoint; demonstrate knowledge in using customized on-line software applications to assist patients in applying for insurance in the on-line Health Insurance Marketplace; knowledge of social media including Facebook and Twitter to be able to work with appropriate staff in order to promote outreach and enrollment activities and events.

Skills in: Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages and economic circumstances; good knowledge of interviewing and recording techniques; of the surrounding community; program policies; and knowledge of health care systems; excellent oral and written communication skills; must be proficient in MS Word, MS Excel, and become proficient in electronic medical record database software and web based portals.

Ability to: Execute "in-reach" and "outreach" plans, collect data and prepare reports; effectively develop and nurture relationships with a diverse group of stakeholders; work independently and coordinate multiple tasks, work independently on tasks while exhibiting good judgement skills; enthusiastically communicate with potential enrollees; demonstrate ability to maintain confidentiality; organize, pay attention to detail, accuracy and ability to meet deadlines.

EDUCATION AND EXPERIENCE

The above knowledge, skills and abilities are typically acquired through a combination of education and experience. At a minimum all applicants must possess a valid Montana Driver's License issued by the State of Montana. Applicant must pass an on-line exam to become a Certified Plan Counselor within 30 days of employment; on-line training provided.

The successful applicant must serve a 6 month probationary period and may have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the county.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document **and** Employment Preference Form or DPHHS Handicap Certification with their application for employment that Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER